

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

DIRECTIVE

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| No.: | 1386 |
| Issued: | 9/23/15 |
| Post Until: | 10/23/15 |

SUBJECT: JUVENILE – GRIEVANCE PROCEDURES FOR MINORS DETAINED IN JUVENILE HALL AND CAMP

(This Directive supersedes Dir. No. 1197, issued 9/9/10)

The purpose of the directive is to reinforce Departmental policy and work performance expectations of Detention Services Bureau (DSB) and Residential Treatment Services Bureau (RTSB) staff relative to grievance procedures for minors detained in Juvenile Hall and Camp.

DSB and RTSB staff shall assist minors with completing and filing grievances upon request. Staff must remain objective and helpful while assisting minors with the grievance procedure and not direct and form of reprisal against them for filing grievances.

The Grievance Procedures and forms must be available in English and Spanish and easily accessible to minors. **Minors detained in Juvenile Hall and Camp shall:**

- Have access to a Grievance Procedure (Attachment A), which provide an opportunity for a fair review and resolution of complaints concerning any aspect of their care while in detention.
- Receive the Grievance Procedures during their initial orientation at Juvenile Hall and Camp.

Posting of Grievance Procedures

Juvenile facilities shall post a copy of the Grievance Procedure (Attachment "A") and blank Grievance Forms (Attachment "C-1 and C-2", Prob. 1622, Rev. 12/14) as follows:

- Juvenile Hall – post on each side of each living unit and in other locations where minors congregate (such as school, medical unit, gymnasium, court holding areas and Movement and Control).
- Camp – post on both sides of each dormitory and in other locations where minors congregate (such as school, dining hall and main offices).

Additionally, "Instructions for Completing the Grievance Form" are included in **Attachment B**.

Grievance Procedures

Minors may complete a Grievance Form and provide the grievance to any Probation staff or non-deputized personnel such as the doctor, nurse, therapist, teacher, advocate or volunteer at the facility. Grievance Forms may also be placed in one of the locked Grievance/Request for Services boxes, mounted in the dayrooms of each living unit, dormitory, school, Medical Unit, or Special Handling Unit (SHU).

MANUAL HOLDERS: CROSS-REFERENCE YOUR MANUALS TO THIS DIRECTIVE WHERE APPROPRIATE
DIRECTIVE: MINORS' GRIEVANCE PROCEDURE

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Non-deputized personnel who receive a grievance shall immediately forward the grievance to the Juvenile Hall Officer of the Day (O.D.) (O.D.), Assistant Director (A.D.) or a Juvenile Hall or /Camp Director. Upon receipt, the O.D., AD, or Director shall assign the grievance to the appropriate supervisor to handle.

Each day the Juvenile Hall Grievance Officer or Camp A.D. shall collect and process Grievance Forms from each of the Grievance Boxes at their facility.

Probation peace officer staff assigned to Juvenile Hall living units or a Camp shall process the grievances received as outlined below:

STEP 1: The minor completes a Grievance Form and submits it to the Detention Services Officer (DSO) or Deputy Probation Officer I (DPO I), who will review and then grant or deny the grievance in writing and ensure a copy of the completed grievance is returned to the minor by the end of the shift. If the minor grieves more than one (1) issue on the form, each issue must be individually addressed on the form by the staff handling the grievance. (If the grievance involves a complaint against the DSO or DPO, the minor may choose to bypass this step).

STEP 2: If the grievance is not resolved, or the minor chooses to bypass the first step, the minor may submit the grievance to the Senior Detention Services Officer (Sr. DSO) or the Deputy Probation Officer II (DPO II), who will review and then grant or deny the grievance in writing and ensure a copy of the completed grievance is returned to the minor before the end of the shift. If the minor grieves more than one (1) issue on the form, each issue must be individually addressed on the form by the staff handling the grievance. (If the grievance involves a complaint against the Sr. DSO or the DPO II, the minor may choose to bypass this step).

STEP 3: If the grievance is unanswered, or the minor wishes to bypass the second step, the minor may file the grievance directly with the Supervising Detention Services Officer (SDSO) or Supervising Deputy Probation Officer (SDPO), who will investigate and answer the grievance in writing and ensure a copy of the completed grievance is returned to the minor within two (2) business days. If the minor grieves more than one (1) issue on the form, each issue must be individually addressed on the form by the supervisor handling the grievance.

STEP 4: If the grievance is denied at steps 1 or 2, the minor may appeal the grievance to the Supervising Detention Services Officer or the Supervising Deputy Probation Officer. A formal grievance appeal hearing will be held by the supervisor within two (2) business days of receipt of the grievance.

NOTE: In each step above, the response is to be made on the Grievance Form initiated by the minor and shall include a description of the actions taken on behalf of the minor to resolve the grievance, or a notation as to the reason why the grievance was denied. The staff member handling the grievance is to discuss the grievance results with the minor, note the date the grievance was discussed with the minor, ask the minor to sign and date the grievance, provide the minor with a photocopy of his or her original grievance, and forward the completed grievance to the Building Supervisor the Building Supervisor or Camp SDPO.

STEP 5: If the grievance is denied at step 3, or the appeal is denied at step 4, the minor may appeal the grievance to the Division Director or Camp Director. A formal Grievance Appeal

Hearing will be held by the Director within two (2) business days of receipt of the grievance. The Director may continue the hearing to a reasonable date for the necessity of obtaining all pertinent facts. The Director's response is to be made on the Grievance Form initiated by the minor and shall include a description of the actions taken on behalf of the minor to resolve the grievance, or a notation as to the reason why the grievance was denied. The Camp Director's decision will be final and will be given to the minor in writing within one business day. In Juvenile Hall, the Division Director's decision is subject to review by the Superintendent on final appeal.

NOTE: In a Juvenile Hall, if the regularly assigned Division Director is unavailable to conduct the appeal hearing, the Superintendent shall appoint another Division Director to handle the appeal. In a camp, if the Camp Director is unavailable, the A.D. (Assistant Director) not involved in the original Grievance shall be assigned to handle the appeal.

GRIEVANCE ACCOUNTABILITY

The Juvenile Hall building SDSO or camp SDPO shall review all grievances filed in the living unit or Camp while under their supervision. The Supervisor shall ensure the minor has an opportunity to review, sign and receive a copy of their completed grievance. The Supervisor shall then forward the completed grievance(s) to the Division Director or Camp Director for review.

The Division Director or Camp Director shall review the grievances, ensure the grievances are processed and handled appropriately and print their name in Section "D." The Camp Director shall retain copies of the grievances on file in the office for one (1) full year.

The Juvenile Hall Director shall retain a copy of all completed grievances from their Division and shall forward all original copies of completed grievances to the Superintendent's office where the copies will be maintained in the office for one year.

The Superintendent or Camp Director shall also be responsible for maintaining a log of all grievances filed at the facility utilizing the Probation Incident Reporting System (PIRS).

JUVENILE HALL GRIEVANCE OFFICER

A Grievance Officer shall be assigned to each juvenile hall. The facility Grievance Officer's primary responsibility shall be to facilitate the timely resolution of all grievances and to coordinate any grievance appeals filed at the facility.

Each Juvenile Hall Grievance Officer shall:

- Process and handle the grievances and appealed grievances
- Review the grievances collected, handled and processed in the facility each week
- Ensure that each grievance or appealed grievance is processed properly and in a timely manner
- Ensure that grievances that are filed and involve another agency or entity within the facility are handled and addressed by the responsible agency in a timely manner
- Ensure that grievances that involve multiple issues have resolutions for each issue noted

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- Meet with all minors who have filed grievances each week, to ensure their grievances have been addressed
- Ensure that minors sign their completed grievances and receive copies
- Retain copies of the grievances for filing in the Superintendent's office
- Enter grievance information into the Probation Information and Reporting System (PIRS)
- Maintain a current log of all grievances filed at the facility
- Prepare weekly and monthly reports regarding grievances as instructed by the Superintendent

FORMS The Grievance Procedures and Forms (Forms are in English and Spanish) are available on Probnet; to access the procedures/forms:

- Log on to Probnet
- Click on Forms
- Select DSB or RTSB Forms
- Click on the applicable Form or Grievance Procedures


Any questions pertaining to these procedures shall be directed to the Detention Services Bureau Consultant at (562) 940-2523 or Residential Treatment Services Bureau Consultant at (562) 940-3554.



**Felicia Cotton, Deputy Chief
Juvenile Institutions Bureaus**

GRIEVANCE PROCEDURES

Completed Grievance Forms may be placed in any Grievance Box in the facility, or given to any staff member or Detention Services Officer, Probation Officer, Supervisor, Director, Superintendent, Volunteer, Chaplain, School Teacher, School Official, Doctor, Nurse, Dentist, Therapist, Judge, or to your Lawyer.



Formularios de Queja que hayan sido completados se pueden depositar en cualquiera de los buzones de queja disponibles, ° se pueden entregar a cualquier Oficial de Detension, Supervisor, Director, Superintendente, Voluntario, Capellan, Maestro, Oficial Escolar, Doctor, Enfermera, Dentista, Terapista, Juez, 0 a su abogado.

INSTRUCTIONS FOR COMPLETING THE GRIEVANCE FORM

A. MINOR'S INFORMATION: The minor shall complete this Section by noting the following: name, date of birth, Facility Unit/Camp, what is the minor's grievance - where and when did it happen, what does the minor want to happen and signing and dating the Grievance Form.

B. GRIEVANCE DECISION: The staff receiving the grievance shall address the grievance and complete this Section of the form and noting whether or not the grievance was granted or denied, the date the grievance was handled, the action taken to resolve the grievance or the reason the grievance was denied (provide details), and print/sign name, print title (rank) and date the grievance.

NOTE: A clear notation of the action taken to resolve the grievance or the reason for the denial of the grievance must be articulated in this section. Grievances that have several issues to be addressed shall include a documented response for each issue individually in this section.

C. MINOR'S RECEIPT/RESPONSE TO DECISION: The staff or supervisor handling the grievance shall complete this section and document that they advised the minor of the grievance result, their name, title (rank), the date of the notification, note the minor's acceptance of the grievance result, whether the minor wishes to appeal the grievance, whether the appeal process was explained, ask the minor to sign the Grievance Form, indicate who the appeal is made and title (rank) of staff, make a photocopy of the completed Grievance Form, provide a photocopy of the completed form to the minor and give the original Grievance Form to the building SDSO or Camp SDPO. The SDSO/SDPO shall review the completed grievance and forward the completed Grievance Form to the Division Director for review and filing.

If the minor is not accepting of the grievance decision and wishes to appeal the decision to the supervisor, the staff is to check the box that indicates the minor wishes to appeal the grievance, explain the grievance appeal process to the minor, ask the minor to sign and date the grievance, note the name and rank of the individual (SDSO, SDPO or Director) the grievance is being appealed to, provide photocopies of the appealed Grievance Form, to the minor and the Division Director or Camp Director, and forward the original golden-rod-colored Grievance Form to the SDSO or Camp SDPO (or Director as appropriate) who will be handling the appealed grievance.

D. FOR STAFF USE ONLY: This section shall be filled out by the Juvenile Hall Grievance Officer or Camp Director. The Grievance Officer or Camp Director (or Camp SDPO designee) shall receive all completed regular and appealed grievances (except those alleging staff misconduct in juvenile hall), make personal contact with the minor, ascertain that the grievance has been addressed, indicate the grievance has been closed and date grievance closed, and ensure the minor receives a copy of the completed grievance, indicate the date the minor received a copy of the grievance, note that the grievance issue has been closed, note the date, enter the Grievance information into the Probation Incident Reporting System (PIRS) and indicate who the

INSTRUCTIONS FOR COMPLETING THE GRIEVANCE FORM

grievance is forwarded to (SDSO/SDPO, Director or Superintendent/Regional Manager and date.

NOTE: The Juvenile Hall and Camp Director shall document their administrative review of all completed grievances by affixing their initials in the lower right hand corner of this section.

E. APPEAL TO SUPERVISOR (Reverse Side of Grievance Form): The SDSO or SDPO handling the appeal shall complete this section and document their name, date grievance received, their decision (granted or denied), the reason for the action taken, sign and date the appealed grievance within 48 hours of receiving the grievance, advise the minor of the grievance result, note the minor's acceptance of the grievance result, ask the minor to sign and date the Grievance Form, make a photocopy of the completed Grievance Form, provide the photocopy of the completed form to the minor, ask the minor to sign and date that he/she received a copy of the grievance and give the original golden-rod-colored Grievance Form to the Division Director or the Camp Director who shall file it as appropriate.

If the minor is not accepting of the grievance decision and wishes to appeal the decision to the Director, the supervisor is to check the box that indicates the minor wishes to appeal the grievance to the Director, have the minor sign and the grievance, provide a photocopy of the appealed Grievance Form to the minor, and forward the original golden-rod-colored Grievance Form to the Camp Director or the Grievance Officer at the juvenile hall, who shall ensure the appropriate Division Director designated to hear the grievance receives the original Grievance Form.

F. APPEAL TO DIVISION DIRECTOR/CAMP DIRECTOR: The Director handling the appeal shall complete this section within three (3) business days of receiving the grievance and document their name, date grievance received, their decision (granted or denied), and the reason for the action taken, sign the appealed grievance, advise the minor of the grievance result, note the minor's acceptance of the grievance result, ask the minor to sign and date the Grievance Form, ensure the minor receives a photocopy of the completed grievance and ask the minor to sign and date that he/she received a copy of the grievance.

The Camp Director shall retain the original copy of the completed, appealed grievance. The Director's office at the camp is the final appeal level for minors in camp. The juvenile hall Director shall retain a photocopy of the completed, appealed Grievance Form and forward the original Grievance Form to the Grievance Officer for processing and handling. If the minor in juvenile hall is not accepting of the appealed grievance decision by the Director and wishes to appeal the decision to the Superintendent/Regional Manager, the Director is to check the box that indicates the minor wishes to appeal the grievance to the Superintendent/Regional Manager, have the minor sign the grievance, provide a photocopy to the minor, ask the minor to sign and date that he/she received a copy of the grievance, retain one photocopy copy for

INSTRUCTIONS FOR COMPLETING THE GRIEVANCE FORM

the file and forward the original grievance to Grievance Officer for forwarding to the Superintendent for review.

G. SUPERINTENDENT'S/REGIONAL MANAGER'S REVIEW: The juvenile hall Superintendent or Camp Regional Manager shall, within three (3) business days of the Director's review and decision, review the grievance and check the box indicating either agreement with or disagreement with the Director's decision, note any changes in decision (under "Comments"), sign and date the appealed Grievance Form, check the box and provide minor with a photocopy to the minor, ask the minor to sign and date that he/she received a copy of the grievance and forward the completed appealed Grievance Form to the Grievance Officer for final processing and closure.

H. GRIEVANCE CLOSURE: The Grievance Officer shall receive copies of all appealed grievances that have been finalized (except those involving allegations of staff misconduct). The Grievance Officer shall note the date the finalized appealed grievance was received, print name, make personal contact with the minor, ask the minor to sign and date the finalized appealed grievance, provide the minor with a photocopy of the completed appealed grievance, provide the Division Director with a copy of the finalized grievance, enter the information into PIRS and forward the finalized original grievance to Superintendent's office for filing.

GRIEVANCE APPEALS SECTION

(Sección de Apelar la Queja)

(E) APPEAL TO SUPERVISOR (Apele al Supervisor)

SDSO/SDPO (print name) _____
(Supervisor)

Date Rec'd: _____
(Fecha recibida)

☐ Granted
(Otorgada)

SDSO/SDPO Signature (Firma del Supervisor) _____

Decision (Decisión): ☐ Denied
(Negada)

Reason (Razón): _____

☐ Minor satisfied with the appeal result. Minor's Signature: _____ Date: _____
(Menor satisfecho con el resultado) (Firma del Menor) (Fecha)

☐ Minor wishes to appeal the grievance to the Director or Superintendent.
(Menor indica que desea apelar su queja al director)

☐ Minor received copy of grievance. Minor's Signature: _____ Date: _____
(Menor recibió una copia de la queja) (Firma del Menor) (Fecha)

SDSO/SDPO HAS VERIFIED THAT ALL APPROPRIATE SECTIONS ARE COMPLETED.

SDSO/SDPO (print name) _____
(Supervisor)

Date Rec'd: _____
(Fecha recibida)

SDSO/SDPO Signature (Firma del Supervisor) _____

(F) APPEAL TO DIRECTOR (Apele al Director)

Director (print name) _____
(Director)

Date Rec'd: _____
(Fecha recibida)

☐ Granted
(Otorgada)

Director Signature (Firma del Supervisor) _____

Decision (Decisión): ☐ Denied
(Negada)

Reason (Razón): _____

☐ Minor satisfied with the appeal result. Minor's Signature: _____ Date: _____
(Menor satisfecho con el resultado) (Firma del Menor) (Fecha)

☐ Minor wishes to appeal the grievance to the Superintendent or Regional Manager.
(Menor indica que desea apelar su queja al Superintendente o Director Regional).

☐ Minor received copy of grievance. Minor's Signature: _____ Date: _____
(Menor recibió una copia de la queja) (Firma del Menor) (Fecha)

(G) SUPERINTENDENT/REGIONAL MANAGER'S REVIEW (Revisión del Superintendente o Director Regional)

☐ I agree with the decision.
(Estoy de acuerdo con la decisión)

☐ I disagree with the decision and instruct that the following actions are taken:
(Estoy en desacuerdo con la decisión y pido que las acciones siguientes sean tomadas)

Comments: _____

☐ Minor received copy of grievance. Minor's Signature: _____ Date: _____
(Menor recibió una copia de la queja) (Firma del Menor) (Fecha)

Superintendent or -Regional Manager's Signature: _____
(Firma del Superintendente)

Date: _____
(Fecha)

(H) GRIEVANCE CLOSURE (Cierre de Queja)

Date final appeal received by Grievance Officer (Fecha la apelación final recibida por Oficial de Queja): _____

Print name of Grievance Officer: _____
(Nombre del oficial de quejas):

Minor's signature noting final receipt appealed grievance: _____
(Firma del menor anotando que recibió recibo final de la queja apelada)

Date (Fecha): _____

County of Los Angeles Probation Department
MINOR'S GRIEVANCE FORM
(FORMA DE QUEJA)

(A) MINOR'S INFORMATION (INFORMACIÓN DEL MENOR)

Name (Nombre): _____ Date of Birth (Fecha de Nacimiento) _____ Facility Unit/Camp (Unidad/Campo) _____

What is your grievance; when and where did it happen?
(Cuál es su queja; cuándo y dónde ocurrió?) _____

If more space is needed, use additional forms (si necesita más espacio, use formas adicionales)

What do you want to happen?
(Qué es lo que quieres que ocurra?) _____

Minor's Signature (Firma del Menor): _____ Date (Fecha): _____

(B) GRIEVANCE DECISION (DECISIÓN SOBRE QUEJA)

☐ Granted (Otorgado) _____ Action Taken (Acción Tomada): _____
Date (Fecha) _____

☐ Denied (Negado) _____ Reason (Razón por que se nego): _____
Date (Fecha) _____ Provide Details (De Detalles) _____

Staff Name (Print)/Signature: _____ Title: _____ Date: _____
(Firma de Personal): _____ (Título) _____ (Fecha) _____

(C) MINOR'S RECEIPT AND RESPONSE TO DECISION (RESPUESTA Y RECIBO DEL MENOR)

Staff Name (Print): _____ Title (Título) _____ Date (Fecha) _____
(Nombre de Personal): _____

☐ Minor accepted grievance result and received copy (Menor acepto y recibió una copia del resultado de la queja).

☐ Minor wishes to appeal the grievance (Menor desea apelar la queja) ☐ Appeal process explained
Proceso de Apelación fue explicado

Minor's Signature: _____ Appealed to: _____ Title: _____
(Firma del Menor) _____ (Apelado a) _____ (Título) _____

(D) FOR STAFF USE ONLY - PARA USO DEL PERSONAL SOLAMENTE

☐ Grievance closed Date: _____ ☐ Minor received a copy: Date: _____

PIRS entry #: _____ Entered by: _____ Reviewing Director's Name: _____

☐ Grievance forwarded to (Select One): ☐ SDSO/SDPO (Supervisor) Date: _____
Queja remitida a (Selecione Uno): ☐ Director (Director) Date: _____
☐ Superintendent/Regional Manager (Director Regional) Date: _____